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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/742,879	12/20/2000	Tara L. Cobble	00-104	7501

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EXAMINER

DESTA, ELIAS

ART UNIT PAPER NUMBER

2857

DATE MAILED: 11/19/2002

Please find below and/or attached an Office communication concerning this application or proceeding.

## Office Action Summary

Application No.

09/742,879

Applicant(s)

COBBLE ET AL.

Examiner

Elias Desta

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

### Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
- Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

### Status

- 1) ☒ Responsive to communication(s) filed on 18 September 2002.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

### Disposition of Claims

- 4) ☒ Claim(s) 1-45 is/are pending in the application.
- 4a) Of the above claim(s) 23 and 24 is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 1-22 and 25-45 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

### Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on \_\_\_\_\_ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
- 11) ☐ The proposed drawing correction filed on \_\_\_\_\_ is: a) ☐ approved b) ☐ disapproved by the Examiner.  
If approved, corrected drawings are required in reply to this Office action.
- 12) ☐ The oath or declaration is objected to by the Examiner.

### Priority under 35 U.S.C. §§ 119 and 120

- 13) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).  
a) ☐ All b) ☐ Some \* c) ☐ None of:  
1. ☐ Certified copies of the priority documents have been received.  
2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.  
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).  
\* See the attached detailed Office action for a list of the certified copies not received.
- 14) ☐ Acknowledgment is made of a claim for domestic priority under 35 U.S.C. § 119(e) (to a provisional application).  
a) ☐ The translation of the foreign language provisional application has been received.
- 15) ☐ Acknowledgment is made of a claim for domestic priority under 35 U.S.C. §§ 120 and/or 121.

### Attachment(s)

- 1) ☐ Notice of References Cited (PTO-892) 4) ☐ Interview Summary (PTO-413) Paper No(s). \_\_\_\_\_
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948) 5) ☐ Notice of Informal Patent Application (PTO-152)
- 3) ☐ Information Disclosure Statement(s) (PTO-1449) Paper No(s) \_\_\_\_\_ 6) ☐ Other: \_\_\_\_\_

## Response to Applicant's Amendment

### Explanation of rejection

#### Claim rejections U.S.C 102

1. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(b) the invention was patented or described in a printed publication in this or a foreign country or in public use or on sale in this country, more than one year prior to the date of application for patent in the United States.

2. Claims 1-4, 15-17 and 45 are rejected under 35 U.S.C. 102 (b) as being anticipated by Molloy (U.S. Patent 5,787,234)

Molloy discloses receiving a description of an initial problem related to a work machine (i.e., a computer, which is defined as a work machine in the instant specification on page 5, lines 11-15) from a user (see Molloy, Fig. 15, and column 13, lines 46-47). The method includes:

- Displaying at least one question as a function of the initial problem (i.e., “problem concepts”; see Molloy, Fig. 16, and column 13, lines 54-59);
- Displaying a first set of recommended actions as a function of the initial problem (i.e., multiple “ACTION” entries in Molloy, Fig. 16);
- Receiving and displaying an answer from the user to at least one question (see Molloy, Fig. 17, column 13, lines 60-64);
- Displaying a second set of recommended actions as a function of the initial problem and the answer at least one question that is a subset of the first set of recommended actions

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- (i.e., multiple "ACTION" entries in Molloy, Fig. 18, and column 13, line 65 to column 14, line 9);
- Displaying a confidence level associated with each recommended action in the first and second sets of recommended actions as a bar graph (see Molloy, Figs. 16, 18, column 13, lines 54-59, column 14, lines 2-4, and column 8, lines 10-15); and,
  - Displaying a question and action detail window containing detailed information regarding at least one question and selected action in response to user selection of the question and action from the first and second sets of recommended actions (i.e., windows at bottom of Molloy, Figs. 3-6, 15, 17, and column 8, line 52 to column 9, line 11).

#### Claim rejections U.S.C 103

3. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

4. This application currently names joint inventors. In considering patentability of the claims under 35 U.S.C. 103(a), the examiner presumes that the subject matter of the various claims was commonly owned at the time any inventions covered therein were made absent any evidence to the contrary. Applicant is advised of the obligation under 37 CFR 1.56 to point out the inventor and invention dates of each claim that was not commonly owned at the time a later invention was made in order for the examiner to consider the applicability of 35 U.S.C. 103(c) and potential 35 U.S.C. 102(e), (f) or (g) prior art under 35 U.S.C. 103(a).
5. Claims 5-8, 10, 18, 21-31, 33, 38-41 and 44 are rejected under 35 U.S.C. 103 (a) as being unpatentable over Molloy (U.S. Patent 5,787,234) in view of Nguyen et al. (U.S. Patent 6,125,312).

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With regard to claims 5, 6, 28 and 29, as noted previously, Molloy discloses many features of the claimed invention including displaying a status of each case as either "open" or "closed" (Fig. 5, and column 7, line 31). Molloy does not explicitly disclose displaying a status associated with each recommended action as either performed or not performed.

Nguyen et al. discloses a maintenance control system that ensures all fault codes is responded to (i.e., that maintenance personnel carry out the appropriate maintenance actions in response to each and every fault code) and records maintenance action log (see Nguyen et al., Fig. 1, item 20, and column 1, line 66 to column 2, line 10).

Therefore, it would have been obvious to one of ordinary skill to modify Molloy to display a status associated with each recommended action as either performed or not performed, as suggested by Nguyen et al., because Nguyen et al. teaches that doing so ensures that all fault codes are responded to with a view to improve quality assurance of maintenance (see Nguyen et al., column 1, line 66 to column 2, line 5).

With regard to claims 7, 8, 21-27, 30, 31, 38-41 and 44, as noted previously, Molloy discloses many features of the claimed invention, but does not disclose providing a link to information related to the work machine in an external source and displaying information in response to actuation of the link (a diagnostic advisor window/tool).

Nguyen et al. discloses providing a link to information in response to actuation of the link (see Nguyen et al., column 1, lines 54-65).

Therefore, it would have been obvious to one of ordinary skill to modify Molloy to provide a link to information related to the work machine in an external source and display information in response to actuation of the link as disclosed by Nguyen et al., because Nguyen et al. teaches that doing so avoids

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duplication of information and the need for synchronization of the integrated system (i.e., linked system) (see Nguyen et al., column 1, lines 57-61 and column 3, lines 27-54).

With regard to claims 10 and 33, as noted previously, Molloy discloses many features of the claimed invention, but does not disclose reading data values from the work machine. Nguyen et al. discloses reading data values from the work machine (see Nguyen et al., column 1, lines 50-54 and column 2, lines 37-47).

Therefore, it would have been obvious to one of ordinary skill to modify Molloy to read data values from the work machine as disclosed by Nguyen et al., because Nguyen et al. teaches that doing so allows engine maintenance information to be generated automatically (see Nguyen et al., column 1, line 50-54).

6. Claim 9 is rejected under 35 U.S.C. 103 (a) as being unpatentable over Molloy (U.S. Patent 5,787,234) in view of Nixon et al. (U.S. Patent 4,841,441).

As noted previously, Molloy discloses many features of the claimed invention, but does not disclose identifying inconsistent answers provided by a user to two or more questions. Nixon et al. discloses an expert system that identifies inconsistent answers provided by a user to two or more questions (see Nixon et al., column 21, lines 44-46).

Therefore, it would have been obvious to one of ordinary skill to modify Molloy for the purposes of identifying inconsistent answers provided by a user to two or more questions as disclosed by Nixon et al., because doing so ensures that answers subsequent to the first answer do not jeopardize the validity of the recommended actions that are based in part on the subsequent answers.

7. Claims 11-14 are rejected under 35 U.S.C. 103 (a) as being unpatentable over Molloy (U.S. Patent 5,787,234) in view of Gilmour (U.S. Patent 6,205,472).

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As noted previously, Molloy discloses many features of the claimed invention, but does not disclose displaying an alert link and dialog in response to actuation of the link by the user corresponding to at least one question and recommended action. Gilmour discloses displaying an alert link and dialog in response to actuation of the link by the user (i.e., link to an alert page; Gilmour, column 29, lines 13-15) corresponding to at least one question (i.e., text of the original query; Gilmour, column 29, lines 6-21).

Therefore, it would have been obvious to one of ordinary skill to modify Molloy to display an alert link and dialog in response to actuation of the link by the user corresponding to at least one question and recommended action, because an "alert" notification commands a higher importance over an informational message that does not have "alert" status, i.e., the users attention can be gained more readily using an alert link in order to display messages of higher importance related to a question or recommended action.

8. Claims 19, 20, 42 and 43 are rejected under 35 U.S.C. 103 (a) as being unpatentable over Molloy (U.S. Patent 5,787,234) in view of Nguyen et al. (U.S. Patent 6,125,312) and further view of Hugh (U.S. Patent 6,166,736).

As noted previously, Molloy in combination with Nguyen et al. discloses many features of the claimed invention, but do not disclose providing a tabbed windowpane having a plurality of tabs, and upon selection of one of the tabs, one of a plurality of panels is displayed in the tabbed panel corresponding to a diagnostic panel, a diagnostic code panel, and functional test panel.

Hugh discloses a tabbed windowpane having a plurality of tabs, and upon selection of one of the tabs, one of a plurality of panels is displayed in the tabbed panel (see Hugh, Fig. 3 and column 2, lines 18-21).

Therefore, it would have been obvious to one of ordinary skill to modify Molloy in combination with Nguyen et al. in order to provide a tabbed window pane having a plurality of tabs, and upon selection of

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one of the tabs, one of a plurality of panels is displayed in the tabbed panel, as taught by Hugh, because Hugh teaches that doing so allows a user to switch amongst multiple windows quickly (see Hugh, column 2, lines 18-20). Further, although Hugh does not teach the specifics of assigning diagnostic, diagnostic code, and functional test panels to the tabs, it is examiner's position that the choice of assigning a diagnostic panel, a diagnostic code panel, and functional test panel to the tabs disclosed by Hugh in a matter of obvious design choice once the use of tabs, as disclosed by Hugh, in the overall GUI design set.

9. Claim 32 is rejected under 35 U.S.C. 103 (a) as being unpatentable over Molloy (U.S. Patent 5,787,234) in view of Nguyen et al. (U.S. Patent 6,125,312) and further view of Nixon et al. (U.S. Patent 4,841,441).

As noted previously, Molloy in combination with Nguyen et al. discloses many features of the claimed invention, but does not disclose identifying inconsistent answers provided by a user to two or more questions. Nixon et al. discloses an expert system that identifies inconsistent answers provided by a user to two or more questions (see Nixon et al., column 21, lines 44-46).

Therefore, it would have been obvious to one of ordinary skill to modify Molloy in combination with Nguyen et al. to identify inconsistent answers provided by a user to two or more questions as disclosed by Nixon et al., because doing so ensures that answers subsequent to the first answer do not jeopardize the validity of the recommended actions are based in part on the subsequent answers.

10. Claims 19, 20, 42 and 43 are rejected under 35 U.S.C. 103 (a) as being unpatentable over Molloy (U.S. Patent 5,787,234) in view of Nguyen et al. (U.S. Patent 6,125,312) and further view of Gilmour (U.S. Patent 6,205,472).

As noted previously, Molloy in combination with Nguyen et al. discloses many features of the claimed invention, but does not disclose displaying an alert link and dialog in response to actuation of the



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link by the user corresponding to at least one question and recommended action. Gilmour discloses displaying an alert link and dialog in response to actuation of the link by the user (i.e., link to an alert page; Gilmour, column 29, lines 13-15) corresponding to at least one question (i.e., text of the original query; Gilmour, column 29, lines 6-21).

Therefore, it would have been obvious to one of ordinary skill to modify Molloy in combination with Nguyen et al. to display an alert link and dialog in response to actuation of the link by the user corresponding to at least one question and recommended action, because an "alert" notification commands a higher importance over an informal message that does not have "alert" status, i.e., the users attention can be gained more readily using an alert link in order to display messages of higher importance related to question or recommended action.

### Response to argument

11. In reference to claims 1-4, 15-17 and 45: unlike the applicant's argument, Molloy discloses all the limitation of the claims. For example Molloy disclose "displaying a first set of recommended actions as a function of initial problem" (see Molloy, Fig. 16, column 13, lines 54-59) and "displaying a second set of recommended actions as a function of initial problem and answer to the at least one question" (see Molloy, multiple "ACTION" entries in Fig. 18, column 13, line 65 to column 14, line 9) as recited in claim 1. As shown above, Molloy discloses displaying multiple sets of potential actions. Further, Fig. 16 of Molloy enables the user to view all the activation produced by the steps illustrated in Figs. 3-6. The scroll bar in Fig. 16 helps to simplify the problem of seeing the information beyond the full screen.

It can be argued that Figs. 16 and 18 display a set of recommended actions as a function of the initial problem. For instance, the display in Fig. 16 shows interrelated sequence of events that need a resolution based on the initial problem set. In other words, a software problem diagnosed leads to a set of

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preliminary solution based on the initial variable, i.e., malfunction in setting up the operating system and so on.

In reference to claim 21, 22 and 44: as noted above, Molloy in Fig. 2 clearly shows that the associated tasks are performed during the work machine diagnosis because the problems are directly tied to the products or working machines, such as printers and similar products.

Further, claim 40 has been amended to recite a computer-based system where the diagnostic advisor or tool is adapted to read data values from the work machine in response to a user request. As noted above, the work machine is shown in Molloy Fig. 2 where the problems are directly read from the products or the working machines. Further, Molloy shows that the consultant obtains all the necessary information from the original equipment maker or vendor to make sure the problems to be diagnosed should have some known resolution.

### Conclusion

12. THIS ACTION IS MADE FINAL. Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of this final action.

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13. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Elias Desta whose telephone number is (703)-305-3840. The examiner can normally be reached on M-Thu (8:00-6:30).

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Marc S. Hoff can be reached on (703)-308-1677. The fax phone numbers for the organization where this application or proceeding is assigned are (703)-308-5841 for regular communications and (703)-308-5841 for After Final communications.

Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is (703)-308-1782.

Elias Desta  
Examiner  
Art Unit 2857

-ed

November 13, 2002

  
MARC S. HOFF  
SUPERVISORY PATENT EXAMINER  
TECHNOLOGY CENTER 2800

Type	Hits	Search Text	DBs	Time Stamp
BRS	2213	(702/33-36 or 702/113-115 or 702/181 or 702/183-185 or 702/188).ccls.	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	11/13/02
BRS	1271	(700/17 or 700/83 or 700/104).ccls.	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	11/13/02
BRS	139	(714/26).ccls.	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	11/13/02
BRS	1052	(706/912 or 706/12-13 or 706/45-47 or 706/54).ccls.	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	11/13/02
BRS	256	(345/705 or 345/708 or 345/714 or 345/777).ccls.	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	11/13/02
BRS	4826	((702/33-36 or 702/113-115 or 702/181 or 702/183-185 or 702/188).ccls.) or ((700/17 or 700/83 or 700/104).ccls.) or ((714/26).ccls.) or ((706/912 or 706/12-13 or 706/45-47 or 706/54).ccls.) or ((345/705 or 345/708 or 345/714 or 345/777).ccls.)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	11/13/02
BRS	0	((702/33-36 or 702/113-115 or 702/181 or 702/183-185 or 702/188).ccls.) or ((700/17 or 700/83 or 700/104).ccls.) or ((714/26).ccls.) or ((706/912 or 706/12-13 or 706/45-47 or 706/54).ccls.) or ((345/705 or 345/708 or 345/714 or 345/777).ccls.)) and (work\$machine)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	11/13/02
BRS	17	((702/33-36 or 702/113-115 or 702/181 or 702/183-185 or 702/188).ccls.) or ((700/17 or 700/83 or 700/104).ccls.) or ((714/26).ccls.) or ((706/912 or 706/12-13 or 706/45-47 or 706/54).ccls.) or ((345/705 or 345/708 or 345/714 or 345/777).ccls.)) and (work adj machine)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	11/13/02
BRS	0	((702/33-36 or 702/113-115 or 702/181 or 702/183-185 or 702/188).ccls.) or ((700/17 or 700/83 or 700/104).ccls.) or ((714/26).ccls.) or ((706/912 or 706/12-13 or 706/45-47 or 706/54).ccls.) or ((345/705 or 345/708 or 345/714 or 345/777).ccls.)) and (work adj machine)) and diagnostic\$1	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	11/13/02
BRS	0	((702/33-36 or 702/113-115 or 702/181 or 702/183-185 or 702/188).ccls.) or ((700/17 or 700/83 or 700/104).ccls.) or ((714/26).ccls.) or ((706/912 or 706/12-13 or 706/45-47 or 706/54).ccls.) or ((345/705 or 345/708 or 345/714 or 345/777).ccls.)) and (work adj machine)) and diagnosis	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	11/13/02
BRS	8	((702/33-36 or 702/113-115 or 702/181 or 702/183-185 or 702/188).ccls.) or ((700/17 or 700/83 or 700/104).ccls.) or ((714/26).ccls.) or ((706/912 or 706/12-13 or 706/45-47 or 706/54).ccls.) or ((345/705 or 345/708 or 345/714 or 345/777).ccls.)) and (work adj machine)) and receive	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	11/13/02
BRS	7	((702/33-36 or 702/113-115 or 702/181 or 702/183-185 or 702/188).ccls.) or ((700/17 or 700/83 or 700/104).ccls.) or ((714/26).ccls.) or ((706/912 or 706/12-13 or 706/45-47 or 706/54).ccls.) or ((345/705 or 345/708 or 345/714 or 345/777).ccls.)) and (work adj machine)) and receive) and user	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	11/13/02
BRS	4	((702/33-36 or 702/113-115 or 702/181 or 702/183-185 or 702/188).ccls.) or ((700/17 or 700/83 or 700/104).ccls.) or ((714/26).ccls.) or ((706/912 or 706/12-13 or 706/45-47 or 706/54).ccls.) or ((345/705 or 345/708 or 345/714 or 345/777).ccls.)) and (work adj machine)) and receive) and user) and process	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	11/13/02
BRS	65	diagnostic and (work adj machine)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	11/13/02
BRS	1	(diagnostic and (work adj machine)) and (initial adj problem)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	11/13/02
BRS	1	((diagnostic and (work adj machine)) and computer) and (confidence adj level)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	11/13/02
BRS	42	(diagnostic and (work adj machine)) and computer	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	11/13/02
BRS	70	((702/33-36 or 702/113-115 or 702/181 or 702/183-185 or 702/188).ccls.) or ((700/17 or 700/83 or 700/104).ccls.) or ((714/26).ccls.) or ((706/912 or 706/12-13 or 706/45-47 or 706/54).ccls.) or ((345/705 or 345/708 or 345/714 or 345/777).ccls.)) and (link with external)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	11/13/02
BRS	9	((702/33-36 or 702/113-115 or 702/181 or 702/183-185 or 702/188).ccls.) or ((700/17 or 700/83 or 700/104).ccls.) or ((714/26).ccls.) or ((706/912 or 706/12-13 or 706/45-47 or 706/54).ccls.) or ((345/705 or 345/708 or 345/714 or 345/777).ccls.)) and (link with external with information)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	11/13/02
BRS	1101	link with external with information	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	11/13/02
BRS	1	problem with question with answer with (recommend\$3 adj1 (action or step))	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	11/13/02
BRS	4	problem same (question or query) same (answer or solution or repair) same (recommend\$3 adj1 (action or step))	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	11/13/02